



**HARSTON & DISTRICT
VILLAGE WARDEN TRUST**

Registration Charity No: 1088033



**DESCRIPTION OF SERVICES PROVIDED
(to be given to members)**

1. The Harston & District Village Warden Scheme aims to:
 - * Provide reassurance and security to members of the Scheme living independently in their own homes by ensuring that regular contact is made with them;
 - * Offer assistance in emergencies, and in carrying out other small and practicable services.
 - * Provide a link if needed between individual members and any external or care agencies that will assist the member, and in particular to call a doctor or district nurse in the case of sickness.
2. The Scheme will be available to elderly, infirm or house-bound people living within the villages of Barrington, Harston, Hauxton, Newton and Orwell.
3. Each member of the Scheme should expect a visit or daily telephone call between 9.30am and 11.30am on weekdays, and a phone call between 09.30 am and 10.30 am on Saturdays and Sundays. This level of contact with the members will enable the Warden to check their welfare and decide and take action if any assistance is necessary. When medical or other help is needed, the Warden will contact the appropriate service. If the Warden is unable to provide this service for reasons of his/her own incapacity or because of an emergency, every effort will be made to ensure that a Deputy Warden will stand in for the Warden.
4. Members of the Scheme should receive at least one visit from the Warden each week.
5. In the event that a member is temporarily unable through illness to provide for him or herself, he or she may ask the Warden, to carry out simple tasks or other small services. Whether the Warden will be able to do so will depend on time being available and on his/her other commitments. The Warden is not intended, nor necessarily able, to provide services such as housework or work that may be carried by other community services. The purpose of the Warden's work is to check on the security and welfare of members, and, although the Warden may be willing to help with other tasks, his/her time to do so is very limited.
6. Queries and complaints from members regarding the Scheme should be directed to the Warden in the first instance, and then to any member of the Management Committee as shown in the parish magazine.
7. The cost of Full membership of the Scheme is £6.00 per week for each individual. Associate members pay £8 per week when the Scheme is being fully used. If a couple is using the Scheme, the cost is £7.00 per week. The method of payment should be agreed with the Warden.

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8. When a full member is on holiday, full payment must continue. For each full week that a member is in hospital, payment will be reduced to £1 unless the member continues to receive contact or help from the Scheme, in which case the full rate will be due.
9. Members must advise the Warden of intended absences. This will prevent unnecessary problems arising if the Warden cannot contact a member.
10. Members must provide the Warden with details of his/her doctor and names of relatives/friends to be contacted in case of an emergency.
11. The Warden Scheme is limited to 10 hours per week, and in the event that an emergency takes an unusual amount of the Warden's time, this may limit the time available to meet other tasks or duties. However, it is intended that members will still get a daily telephone call, and any emergency need will still be covered.
12. The Warden Scheme operates in the mornings as described earlier, or by arrangement between the member and the warden at other times.

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